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October 23, 2007

Notice of Intent to Issue a Solicitation

THIS IS THE ONLY NOTIFICATION YOU WILL RECEIVE.

Solicitation No: YH08-0038  
Solicitation Title: ALTCS Member Satisfaction Survey Instruments  
  
Procurement Office: AHCCCS Contracts and Purchasing  
701 East Jefferson Street, MD5700  
Phoenix, AZ 85034

**Anticipated Proposal Due Date and Time: December 6, 2007, 3:00 p.m.**

You have expressed interest in receiving information regarding solicitations like the one noted above. This letter is your official notification that AHCCCS intends to issue a solicitation. A brief description of the solicitation requirements ***IS ON THE SECOND PAGE*** of this document for your review.

If you wish to submit an offer, you must respond to the solicitation document. The solicitation announcement will be available on the AHCCCS web site at [www.azahcccs.gov](http://www.azahcccs.gov) after October 23, 2007. Follow the links "Contracting & RFPs" to "Open RFPs." Also, if you are interested, you will be responsible to check the website regularly for any solicitation amendments. If you have any questions, contact the Procurement Officer, Jamey Schultz, by phone at 602-417-4629; e-mail at [Jamey.Schultz@azahcccs.gov](mailto:Jamey.Schultz@azahcccs.gov) or fax at 602-417-5957. Be sure to include the Procurement Officer's name.

Although not applicable to this solicitation, the State requires all applicants to register on Spirit, the State of Arizona's e-procurement system at [www.spirit.az.gov](http://www.spirit.az.gov). If necessary, the SPIRIT Help Desk can be reached at 602-542-7600. One commodity code for this solicitation is 0918-0012. Please register for this code and as many other codes that reflect your business type. Registration does not guarantee a contract, but will be advantageous because you will be informed of other solicitations of this type.

## **Summary of Request For Proposals**

**Solicitation No:** YH08-0038  
**Solicitation Title:** ALTCS Member Satisfaction Survey Instruments  
**Procurement Office:** AHCCCS, MD5700  
701 East Jefferson Street  
Phoenix, AZ 85034

**Anticipated Proposal Due Date and Time:** December 6, 2007, at 3:00 PM (MST)  
(Actual due date will be as stated on the Request for Proposal document)

### **Scope of Work Overview:**

The Arizona Health Care Cost Containment System (AHCCCS) is requesting proposals for a contractor to develop survey instruments to measure member satisfaction with the Arizona Long Term Care Services Program (ALTCS). This RFP is only soliciting consulting services for the first phase of the ALTCS member satisfaction survey project, which is the development of the survey instruments. However, these instruments would be used later to measure the following:

- Determine ALTCS-Elderly/Physically Disabled (E/PD) members':
  - Satisfaction with the ALTCS program, including their Program Contractor, primary care, long term care, and behavioral health services providers;
  - Perception of their health status and quality of life;
  - Experience with provider accessibility and perception of service gaps
- Compare survey results among Program Contractors and between the targeted consumer groups (i.e., nursing facility, alternative residential settings, and HCBS in-home), as well as compare these survey results to those applicable 2000/2001 survey results and to any other appropriate national benchmarks.
- Identify the strengths and/or opportunities for improvement in the ATLCS-EPD program.